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# Citizen Model Platform Project Update

February 12, 2014

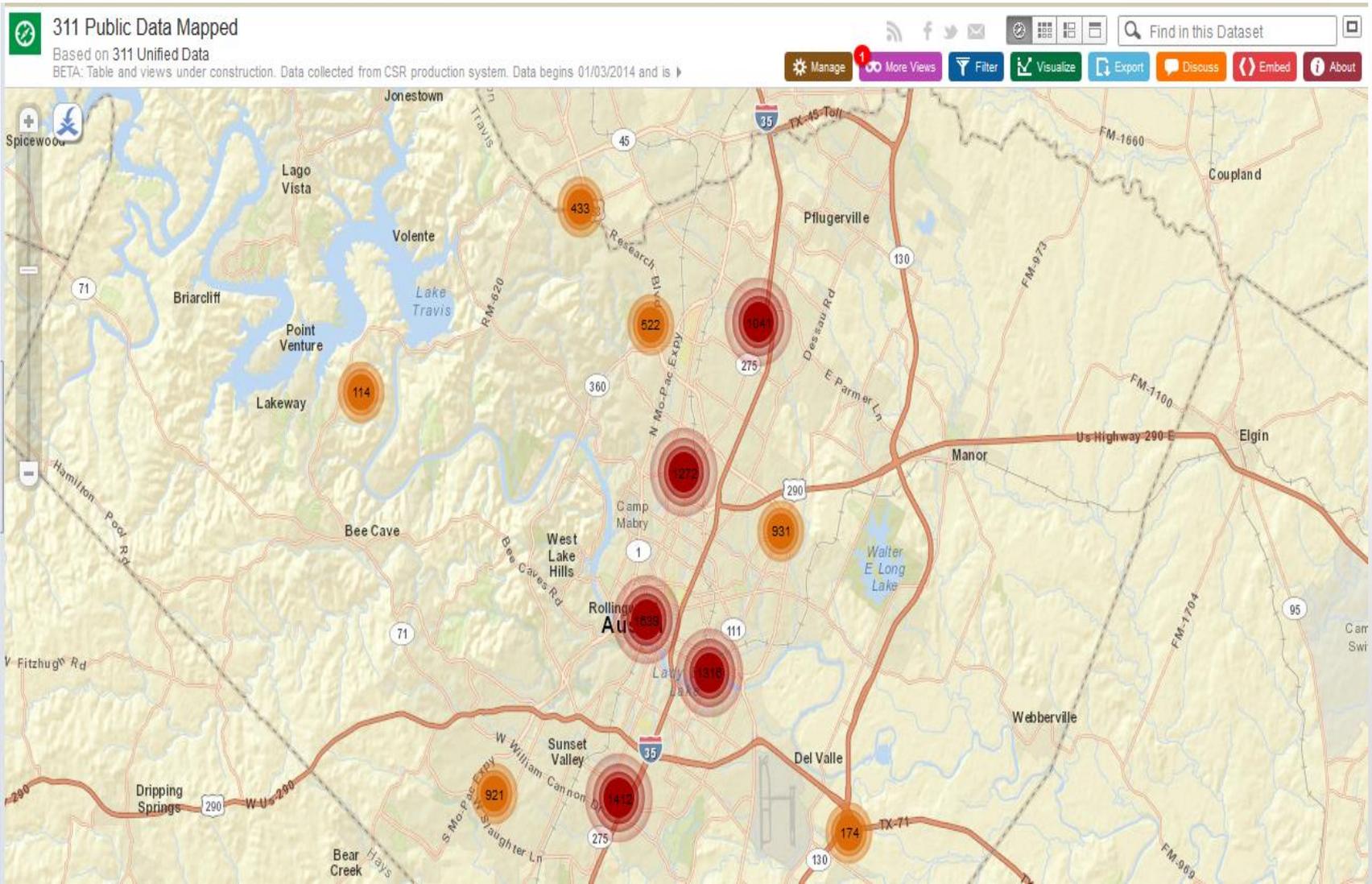


# Project Updates

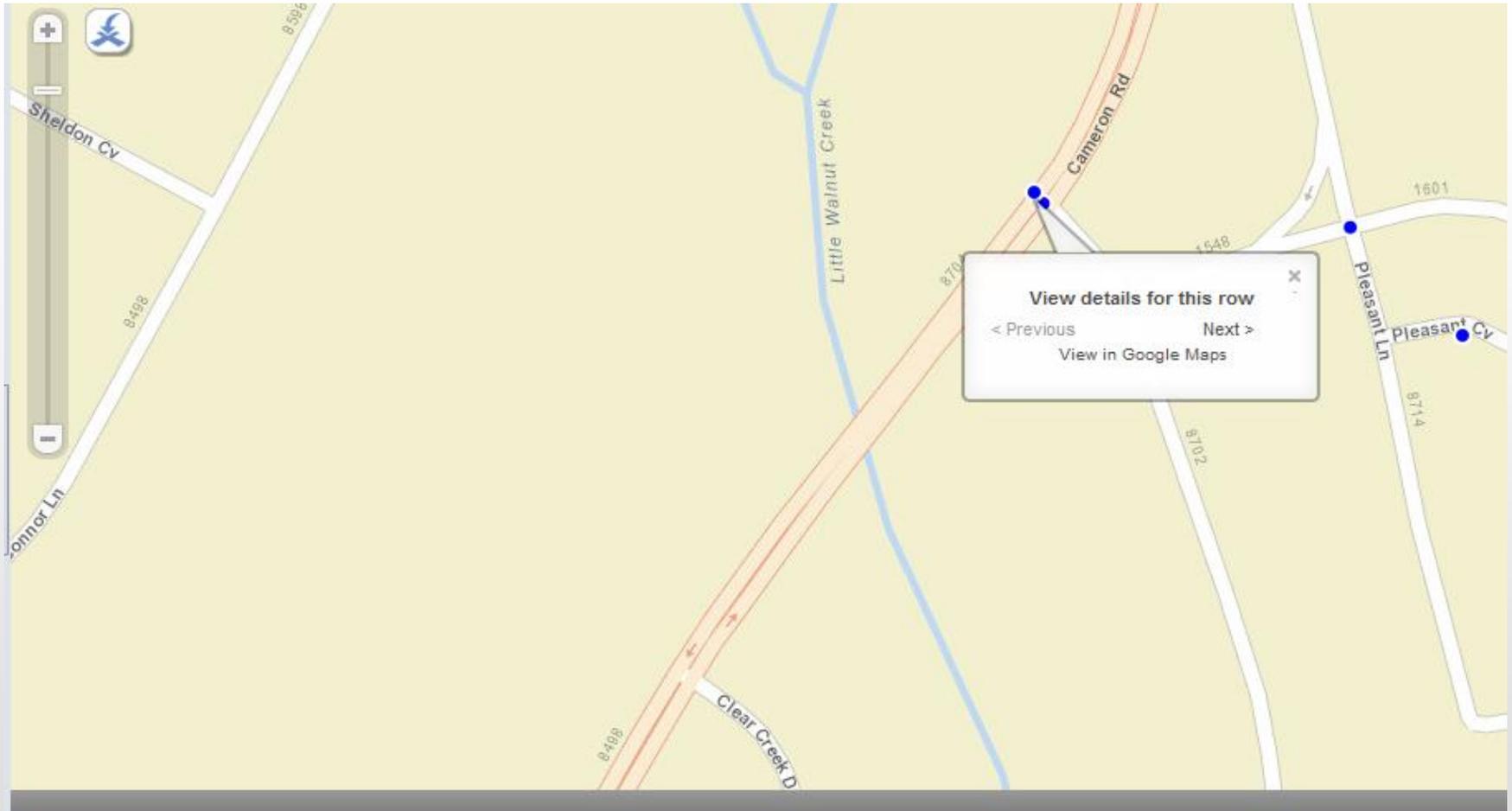
## Open Government Data Page

- The data set for Austin 311 Service Requests is now in place
- Data is refreshed and updated nightly
- Two pre-set views for the data are available:
  - A roster view of data
  - A mapped view of data at a high level
    - The map is scalable to show individual request locations
    - The map can display service request details when the “dot” on the map for the request is clicked

# 3-1-1 Data Map View



# 3-1-1 Data Map View at street level



<b>SR Type Code</b>	SBRSR
<b>SR Description</b>	Road Sanding Request
<b>Method Received</b>	Phone
<b>SR Status</b>	Closed

<b>County</b>	TRAVIS
<b>State Plane X Coordinate</b>	3133980.98742694
<b>State Plane Y Coordinate</b>	10098857.1476383

# Project Updates

## Smart Phone App & Open 3-1-1 API Data Portal

- **Planning and setup**
  - Service request types for Smart Phone App identified
  - Business processes for portal developed
- **Implementation and testing**
  - Soft Launch (beta) will be this spring
  - Go live is expected by summer

# Project Updates

## Two-way automated database interfaces

- **Enterprise Service Bus (ESB) pilot planned for 2014**
  - The pilot would involve setting up an interface between CSR and Maximo
  - The pilot timeline is under development, with an estimated start late this spring
  - Business processes and field mapping for Maximo – CSR pilot is ready for use



# Project Updates – Timeline Overview

Based on current estimates



Two-way Interfaces: Ongoing

## For More Information:

- Cindi Perez, Austin 3-1-1 Process Manager
  - [Cindi.Perez@austintexas.gov](mailto:Cindi.Perez@austintexas.gov)
- Brian Hooper, Austin 3-1-1 CR & IS Manager
  - [Brian.Hooper@austintexas.gov](mailto:Brian.Hooper@austintexas.gov)
- Bill Starks, Austin 3-1-1 Project Manager
  - [Bill.Starks@austintexas.gov](mailto:Bill.Starks@austintexas.gov)

